



The Dalco Distributor

A quarterly newsletter published for customers and vendors of Dalco Enterprises, Inc.

Ten Steps To Move Your Green Cleaning Plan Forward

You may have some ideas about what green cleaning is and what it can do for your business environment and the people you work with. If you're like most people, however, these ideas don't necessarily align themselves with the reality of green cleaning. Within this perspective, we'll do our best to give you the straight skinny on green cleaning and the key steps that need to be taken to implement your green cleaning plan.

The Meaning of Green

Unfortunately, there's no legal or regulatory definition of green or green cleaning, except for how the marketplace has defined these terms over the years. The most broadly accepted definition for an "environmentally preferable" (we use this term interchangeably with green) products or services and has been widely adopted by the cleaning industry and building owners. It defines green products or services to have a lesser or reduced effect on health and the environment when compared with competing products or services that serve the same purpose. Nevertheless, your Dalco account manager can assist you in achieving any and all of your green cleaning plan objectives.



Put Health/Environment First

A green cleaning program promotes health and the environment first, appearance second. Even buildings that appear clean can be extremely unhealthy. But the reverse is rarely true. When a building is cleaned in a way that ensures the health of the occupants, it usually looks clean and hygienic.

Stop Dirt at the Door

Paying attention to entryways - inside and out - helps keep dirt from getting into a building in the first place. A significant amount of dirt, dust, and other pollutants come into your building on people's feet. Install effective walk-off mats, which will help to trap and remove dirt before it enters your building. Consult your Dalco Account Manager for the most appealing styles and effective matting options. Consistent cleaning of your entryway matting is critical in reducing the amount of dirt entering your facility.

Target Spray Cleaners

Minimize airborne chemicals by replacing aerosols with trigger sprayers and setting nozzles for coarse spray patterns. Spray the cleaning cloth rather than the surface to be cleaned. Consider using micro fiber cloths to reduce or eliminate the need for general purpose cleaners.

Banish Dust

Capture dust particles rather than putting them back in the air. Replace traditional dust mops with microfiber dust mops or use vacuum cleaners to dry-clean hard floors. Use microfiber cloths rather than rags and furniture polish.

Touch Up Touchpoints

Spot clean contact points in your facility throughout the day. Door handles, bathroom fixtures, light switches, phones, elevator buttons, computer boards, etc. are primary touch points for disease transmission.

Disinfect Without Overdoing It

Good basic cleaning procedures are as effective as disinfectants for cleaning most surfaces. Follow the manufacturer's instructions for pre-cleaning, dilution, and dwell time when using disinfectants.

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Dalco Directions

By Joni Miklya, Marketing Director

Historically, our Dalco Directions column has been solely tied to business matters. This quarterly issue, however, we wish to make a uniquely memorable exception. On August 12, 2007, the Upper Mid-West janitorial supply industry lost one of its most highly respected vendors, Dwight David Jotblad, owner of Kaiser-Jotblad Associates, age 63, to intestinal cancer.

Dwight, who is survived by his wife, Patty, and their daughter, Jennifer, was laid to rest on August 16, 2007. In the final analysis, saying farewell to Dwight was made much easier by his dynamic way and his unconventional individuality. This narrative is a tribute to Dwight's "Lesson in Living" that he so courageously demonstrated to many of us before his passing.

Just over a month before Dwight's demise, I received word from his two local Sales Assistants, Dean Gatzmer and Steve Skytte, that Dwight, fully aware of his limited time, flatly refused to throw in the towel when he still had things he wanted to do. Aside from drawing on the closeness of his large extended family, Dwight wanted to see, in a collective setting, as many of his business-related customers and friends as possible. On Sunday, July 15, e-mail invitations were hastily dispatched.




A "Beach Party" at Dwight's home on the St. Croix River was planned for the following Wednesday afternoon, July 18 from 1:00 to 4:00 p.m. Moreover, Dwight made it perfectly clear to Dean and Steve to let everyone know that "long faces" did not blend in well on the scenic St. Croix. The "Beach Party" Dwight said, was going to be a celebration, not a wake.

And what a celebration it was! An estimated 150 people attended. Individuals from various companies who hadn't seen each other in years were reunited. Broad smiles, firm handshakes, and warm hugs made the rounds. Everyone, as Dwight had encouraged, was upbeat and the energy was electric. There wasn't a hint of "shop talk" anywhere. Comments like "absolutely amazing" and "truly incredible" reflected the heart-felt feelings for Dwight and his extraordinary event.

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Dwight, who, in a wheel chair and a breathing apparatus, was brought down the steep hill in his back yard on the tram, "held court" at a circular patio table under a sun umbrella. Regardless of his rapidly declining condition, he rose to the occasion, eagerly conversing with one person after another, while intermittently puffing on a Havana cigar and fingering the straw in his favorite summer drink. Dwight's compelling determination that afternoon to embrace the moment, touched the very essence of everyone's common humanity.

Dwight Jotblad was his own person to the very end. He will be fondly remembered for many things. His passion for golf and his creative license with computers were legendary. Dwight loved traveling and fine dining, but most of all, he loved people. Dwight was known for his total honesty, intense loyalty, and his amusing, yet sometimes complicated story telling yarns, or as his close cronies called them, Dwight-isms, whom, at times, could become completely befuddled by his convoluted punch lines.

Dwight's life was decidedly too short. However, his unbelievably inspiring "Beach Party" gathering was a "Lesson in Living" that for those of us who were there, produced an immeasurable sense of personal connection that none of us will ever forget.

Choose Cleaners Carefully

Use Green Seal or other green standard setting organizations' approved cleaning chemicals whenever possible. Install chemical dilution systems and proportioning equipment to reduce chemical exposure to cleaning workers and building occupants.

Look for Green Paper Products

Procurer janitorial paper products that have a significant percentage of post-consumer recycled content. Look for paper that was produced without using chlorine, which, when released into the environment, can create dioxins and other especially dangerous chemicals.

Encourage Recycling

Implement a building-wide recycling program and involve all building occupants. Failing to do so can be highly detrimental to your program which has to rely on everyone remembering why, how, and where to recycle that no-longer-needed sheet of paper, can or bottle.

Make Safety a Priority

Ensure worker and occupant safety at all times. Use proper personal protection equipment, post wet floor signs and notices for any major work being done in the building, implement effective training programs, and provide resources for occupant education and program updates.

The book "Green Cleaning For Dummies" is available at www.greencleaningfordummies.com.

For more information on "green cleaning", contact your local Dalco Account Manager.



"An executive should find himself engaged chiefly in directing the energies which create themselves naturally in all parts of the business, and in finding the proper outlet for the eager, upward striving of the ranks below".
- E.E. Jones

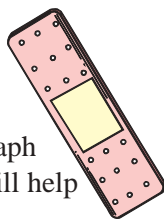
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PREVENT STAPH INFECTIONS: PROTECT YOURSELF!

Protecting yourself from staph infections can seem daunting, given how widespread and virulent the bacteria have become. But these common-sense precautions can help lower your risk.

Wash your hands. Careful hand washing is your best defense against germs. Scrub hands briskly for at least 15 to 30 seconds, then dry them with a disposable towel and use another towel to turn off the faucet. If your hands aren't visibly dirty, you can use a hand sanitizer containing at least 62 percent alcohol. These sanitizers are convenient and may actually kill more germs than soap and water do.

Keep wounds covered. Keep cuts and abrasions clean and covered with sterile, dry bandages until they heal. The pus from infected sores often contains staph bacteria, and keeping wounds covered will help keep the bacteria from spreading.



Give high-risk food the cold shoulder. If you have any doubts about the way food is handled in a restaurant, avoid mayonnaise-based salads and cream sauces. At home, refrigerate food promptly, especially dishes made with mayonnaise or eggs.



Reduce tampon risks. You can reduce your chances of getting toxic shock syndrome by changing your tampon frequently, at least every four to eight hours. Use the lowest absorbency tampon you can and try to alternate using tampons and sanitary napkins whenever possible.

Keep personal items personal. Avoid sharing personal items such as towels, sheets, razors, clothing and athletic equipment. Staph infections can spread on objects as well as from person to person. If you have a cut or sore, wash your towels and linens using detergent and hot water with added bleach and dry them in a hot dryer.

Get tested. If you have a skin infection that requires treatment or are scheduled for surgery, ask your doctor if you should be tested for MRSA, one of the most virulent and tenacious of the antibiotic-resistant germs.

See page 7 for additional information about MRSA.

BIORENEWABLES
Business Products Made From Renewable Resources

Spartan

Spartan's mission is to provide a line of advanced products that promote our renewable resources and contribute to environmental improvement.

Made with Renewable Resources
Biorenewables are made with ingredients that are natural, biodegradable and safe for the environment. Our products are made from renewable resources. This means that the raw materials for Spartan products are sourced from renewable resources. Our products are manufactured with advanced technology, and they are safe for the environment. Our products are made from renewable resources and are safe for the environment.

A Wide Array of Uses
Spartan's advanced products are used in a wide variety of applications. Our products are used in a wide variety of applications. Our products are used in a wide variety of applications. Our products are used in a wide variety of applications.

QUATTROSELECT™

The new QuattroSelect™ dispenser was designed from the ground up to offer improved ease of use, reliability, safety, and productivity.

J-Fill® QuattroSelect™ ... The Best Just Got Better

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- Easy Bottle Filling**
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- Bucket/Multi-Subcontainer Fill Gun**
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JohnsonDiversey
Clean is just the beginning

Be More Productive: E-mail and Multi-Tasking Can Be Time Wasters

Why is it that some people get so much done in a day while others operate at a hectic pace with little to show for it? Strange as it may seem, the answer may lie in too much multitasking.

The problem is that time management is like an inkblot: What is defined as an effective technique by one person may be deemed totally useless by another. No single technique works for everybody, but for all its hype in the 80s and 90s, multitasking has proven to be highly overrated. In fact, it's been proven that bouncing back and forth between tasks actually lowers effectiveness and productivity.

Experts now tell us that it is a common misconception that a brain is like a computer. A computer is designed to multitask, a human brain is not designed to function optimally in a multitask environment. Research has found that each time a person switches back and forth between tasks, the brain goes through several time-consuming activities, including: a selection process for choosing a new activity; turning off the mental rules needed to do the first task; turning on the mental rules needed to do the second task; and orienting itself to the conditions currently surrounding the new task

Research indicates that jumping back and forth between tasks can take four times longer to accomplish them simply due to the time required for switching gears.

Furthermore the quality of completed tasks becomes severely diminished when trying to do two tasks simultaneously. Just think of how effective you are at making driving decisions while you're talking on your mobile phone. It's turning out that maximum productivity is more likely to be a result of better planning.

One tip that often causes people to shudder, but creates an excellent environment for better planning, is this: Never check e-mail first thing in the morning. The idea is to set aside time at the beginning of your day and evaluate the work before you. Then ask yourself: What will bring the biggest return for your efforts? If you could put only one thing on your to-do list and still be productive, what would that one thing be?

Think about it: When it comes to getting sidetracked, e-mail is a major culprit. But even after completing your most important task, stopping to check e-mail five, eight, twelve times a day requires an awful lot of brain switching...a.k.a wasted time. With this knowledge, it's easy to see why experts recommend establishing no more than four regular times to check e-mail throughout the day.

Bottom line, multitasking has been proven to make us less effective, not more. And although e-mail can be a huge time saver, it can also be a huge time-waster if we become its slave instead of its master.



A Dalco Profile Ken Jacobs

Ken Jacobs came to work for Dalco New Brighton in March of 1999, part and parcel to Dalco's acquisition at the time of one of our chief Minneapolis competitors, Upper Midwest Sales. Ken's seven years at UMS had essentially been spent in their inside Customer Service Department where he had done an outstanding job and where Dalco initially felt he would be a great addition to our own New Brighton CS Department.

But after a year or so with Dalco, our corporate sales management team felt, based on Ken's extensive product knowledge background and his people skills, he clearly had the wherewithal for an outside sales field position. And Ken, in spite of some mixed emotions, felt ready to meet the challenge.

The past six years have more than substantiated that Rod Dummer, Vice President of Sales and Mark Miller, Company Sales Manager were right on the mark regarding their projected confidence in Ken's potential sales capabilities.



Ken Jacobs has made an indelible impression on customers and colleagues alike. For example, his Dalco New Brighton Customer Service Rep, Kristine Berry, recently told us, "I love working with Ken. He's got such a great way about him and he communicates so well. He makes everything fun. And he's so appreciative of our day to day efforts with his accounts. Needless to say, the fact that Ken once worked in Customer Service is self-evident."

In 2002, Ken was named Dalco's "Rookie of the Year". In 2004, among forty-three overall Account Managers, he received the Charlie Hustle Award. And this past February at our Annual Sales Awards Day at Dalco's headquarters in New Brighton, Ken Jacobs garnered the company-wide 2006 Sales Growth Award.

Ken was born and raised in St. Paul. He graduated from St. Paul Central High School in 1982 and then spent six years on active duty in the Seebies (the construction division of the U.S. Navy) followed by two years in the Reserves. At one time, Ken was considering making a career of the Navy, but his young wife, Debbie, wasn't overly enamored with the idea.

So, they came back to their Twin Cities roots and started building a future. For the past several years, Ken and Deb have lived in a Minneapolis suburb and have a twelve-year-old son, Andrew. Truly family oriented, the Jacobs are very much into soccer, golf, traveling when they can, and Andrew's Boy Scout activities. On a personal note, in recent years, Ken has developed a growing interest in collecting old coins relative to the "Morgan Silver Dollar" era which were only minted in the U.S. for a few years in the late 1800's and early 1900's.

Mark Miller and Rod Dummer couldn't say enough good things about their former inside "diamond in the rough". Mark Miller enthusiastically offered, "Ken has been an invaluable addition to our younger set of Dalco Account Managers. His key strengths are his ability to start, form, and maintain rock solid customer relationships. Ken has a great attitude about life and his sales position, which has allowed him to grow his territory every year since we put him in the field over six years ago. There's no great secret in becoming an accomplished Account Manager, but desire is absolutely imperative. Ken is a consistently hard worker who already is one of our top sales producers."

Rod Dummer, VP of Sales at Dalco said, "I probably sound like a broken record, but Ken is a great person and like Kurt West in Rochester, we wish we could clone these two guys ten times over. Ken never gets too high . . . never too low, he's just a solid performer every day. His customers have complete trust in him that he will always do the right thing by them. Ken's the kind of guy we can always count on to represent Dalco in the highest professional manner possible."

For numerous reasons, Dalco's acquisition of Upper Midwest Sales in 1999 has proven to be a "watershed" transaction. But no one, at the outset of the merger, could have predicted that Ken Jacobs, after six-plus years, would become such an integral part of our overall company sales efforts. To put his selling contributions in full perspective, relative to our UMS merger, Ken has been the "frosting on the cake".

MRSA: Methicillin Resistant *Staphylococcus aureus*

Staphylococcus aureus is a bacteria found in 20 - 30% of the noses of normal healthy people and is commonly found on people's skin. Most strains of these bacteria are sensitive to many antibiotics and infections can be effectively treated. *Staphylococcus aureus* which are resistant to an antibiotic called methicillin are referred to as methicillin-resistant *Staphylococcus aureus* or MRSA. Many commonly prescribed antibiotics are not effective against these bacteria.

MRSA rarely presents a danger to the general public. This bacterium is usually confined to hospitals, in particular to patients that undergo invasive medical procedures or who have immune compromised systems. MRSA does not pose a risk to the health of hospital staff, unless they are suffering from a debilitating disease. MRSA in the healthcare environment can cause serious and potentially life threatening infections such as bloodstream infections, surgical site infections, or pneumonia.

Staph and MRSA can also cause illness in persons outside of hospitals and healthcare facilities. MRSA infections that are acquired by persons who have not been hospitalized in the past year or had a medical procedure are known as CA-MRSA infections. Staph or MRSA infections in the community are usually manifested as skin infections, such as pimples and boils, and occur in otherwise healthy people. Factors that have been associated with the spread of MRSA skin infections include close skin-to-skin contact, openings in the skin such as cuts or abrasions, contaminated items and surfaces, crowded living conditions, and poor hygiene.

Patients who already have an MRSA infection or who carry the bacteria on their bodies but do not have symptoms are the most common sources of transmission. The main mode of transmission to other patients is through hand contact, especially a healthcare worker's hands. Hands can become contaminated with the bacteria by contact with infected patients. Transmission occurs when appropriate hand hygiene is not performed. Use of hand hygiene products such as hand soap and water or using an alcohol-based hand sanitizer will help control the transmission of MRSA.

Antimicrobial resistance occurs when bacteria change or adapt in a way that allows them to survive in the presence of antibiotics designed to kill them. In some cases bacteria become so resistant that no available antibiotics are effective against them. At this time, treatment options exist for healthcare-associated MRSA but are limited because of resistance to many antibiotics.

Careful cleaning of patient rooms and medical equipment contributes substantially to the overall control of MRSA transmission. The major focus of a control program should be the prevention of hand transfer of these organisms.

In outbreaks of MRSA, the environment has not played a significant role. MRSA is transmitted most frequently by direct skin-to-skin contact. You can protect yourself from infections by practicing good hygiene (i.e. keeping your hands clean by washing with soap and water or using an alcohol-based hand sanitizer and showering after working out); covering any open skin areas such as abrasions or cuts with a clean, dry bandage; avoiding sharing personal items such as towels or razors; using a barrier such as a towel between your skin and shared equipment; and wiping surfaces of equipment before and after use.

Most Staph and MRSA infections are treatable with antibiotics. If you are given an antibiotic, take all of the doses, even if the infection is getting better, unless your physician tells you to stop taking it. To prevent infecting others, follow the same steps as listed above for protecting yourself from infections.





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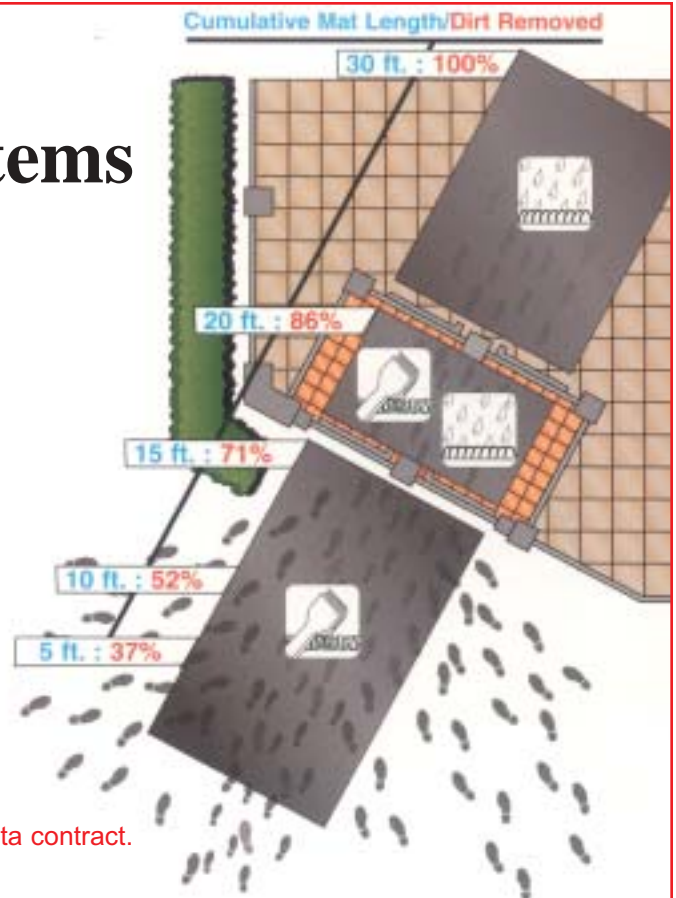
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